

BUSINESS LICENSE REPRESENTATIVE

DEFINITION

To perform a variety of technical duties involving the administration of business license regulations, codes, policies and procedures; to provide specialized office support in business license processing and other related areas; and assist in tracking business licenses.

DISTINGUISHING CHARACTERISTICS

This is the journey class in the Business License Representative series and has the ability to perform the full range of duties assigned with only occasional instruction or assistance as unique situations arise. This class is distinguished from the Senior Business Representative in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge, and/or provides technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; receives functional and/or technical supervision from the Senior Business License Representative.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform a variety of technical duties involving business licensing, provide specialized office support in business license processing and other related areas.

Processing of business license applications, issuance of business licenses and preparation of related business license reports.

Interpret business license rules, regulations, codes and ordinances for the public and staff and keep abreast of business licensing ordinances and answer related questions.

Organize work, set priorities and follow up to ensure coordination and completion of assigned work.

Assist in preparing related documentation for cases taken to small claims court.

May provide testimony in court on various issues related to the verification of business licenses.

Assist in the resolution of business license complaints in an efficient manner.

Enter and retrieve data from an on-line or personal computer system, and use technology to produce reports.

Perform a variety of general office support work such as filing, typing correspondence, reports, forms and specialized documents.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic bookkeeping procedures.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic mathematics.

English usage, spelling, grammar, and punctuation.

Ability to:

Prepare, maintain and reconcile various bookkeeping and data records.

Prioritize and coordinate several work activities; research, organize, and maintain office files; make mathematical calculations with speed and accuracy.

Use initiative and sound independent judgment within established guidelines.

Read and interpret rules, policies and procedures related to business licenses.

Operate standard office equipment.

Deal with irate customer in an effective manner.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience involving bookkeeping, payroll, accounting or financial clerical or office assistant experience.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; type on a 10-key calculation device; may lift light weight.

10/2/01

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